



August 19, 2004

Ms. Edith Taylor
Leon County Emergency Management
535 Appleyard Drive
Tallahassee, FL 32304

RE: Leon County CPE – Proposals Evaluation Report

Dear Ms. Taylor:

On behalf of the Leon County Sheriff Department's Emergency Management Division's 9-1-1 Program, RCC Consultants has reviewed six (6) responses to Leon County bid # BC-07-15-04-49: Replacement of E9-1-1 System. The responding vendors in alphabetical order are:

911Direct

CML

InterAct

Sprint-CML

Sprint-Positron

TDS-TCI

Our process for review involves seven (7) phases conducted independently by the RCC team assigned to this project. Phase I is a thorough read of each submission ignoring specific technical drawings and pricing. This phase analyzes the completeness of each response and adherence to the rules for submission. Phase II involves the analysis of the proposed networks identifying the technologies used and identification of any missing network elements. Phase III analyzes the Customer Premises Equipment (CPE), which is the end-user interface, assuring all elements of the stated requirements satisfied. Phase IV examines the controllers used to supply enhanced 9-1-1 phone calls to the CPE. For validation of the specific requirement that proposals include a complete "turn key system with day-to-day administration services," a fifth phase (Phase V) was added. Phase VI involves analysis of pricing based upon the required RFP form. Finally, Phase VII is a functional crosswalk of all submissions intended to discover any solution that would rise to a level of "Best of Breed."

Upon completion of analysis, the RCC team independently grades each submission. The independently graded submissions receive a mathematically averaged value to produce the most appropriate recommendation for our client. This process assures our client that each submission received equal analysis and assessment, removing the possible perception of vendor preference.

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RESPONSE OBSERVATIONS

Overall, the response to this RFP was adequate. While no response followed the requested format, the information supplied allowed a fair and impartial analysis.

Our major concern involves the lack of discussion regarding day-to-day oversight other than what one would expect from a more traditional Network/CPE procurement. All proposals advanced to the final selection and a negotiation phase will be required to fully commit this requirement.

Another concern is the apparent lack of information regarding the tariff services of Selective Routing (SR) and the various carriers' customer service records that make up the Automatic Location Information (ALI) component of enhanced 9-1-1. All vendors qualified their response in this regard including Sprint, the existing provider of services. The net affect of this will most likely be in the form of some incremental price increase for each submission.

Our final observation regards provisioning wireless Phase II service. All vendors have indicated their ability to conform to this service, citing actual implementation experience. What is unanswered is the manner in which the wireless carriers will deliver the calls to the selective router. There are two methods generally accepted to accomplish Phase II call delivery: Call Associated Signaling (CAS) and Non-Call Associated Signaling (NCAS). RCC is confident that one, or both, of these delivery technologies are well within the ability of the bidders to accommodate.

RESPONSE INTERPRETATION

As might be expected (but not desired), the bidders, as a whole, did not strictly adhere to the instructions for responding to this RFP. RCC, using supplied information, has endeavored to mediate these response differences and create a generic for each proposal. In effect, we built the system as described in narrative, diagram and pricing based on a single format. Likewise, pricing was analyzed and placed within the construct we had supplied reflecting both recurring and non-recurring costs. The result of this interpretation was to allow RCC the ability to identify the strengths and weakness of each proposal in a uniform manner.

Where proposals lacked adequate narrative or other definitive information, RCC made no attempt at interpretation. Clearly, it was the respondent's responsibility to deliver a clear, concise document identifying their approach and technology. Where possible, RCC has identified those areas of confusion within each response.

RANKING OF SUBMISSIONS

The following table indicates the ranking of the technical and support merits for each submission. Pricing is based upon the interpretation of RCC as indicated in the above section. The "Tech Score (50 Max)" column combines the "Project Approach and Quality of Response to the RFP" and the "Technical Solutions Intended to Satisfy the Requirements of this RFP" evaluation criteria in the RFP. RCC did not assign evaluation scoring for MWBE Participation, thus the "Eval Score" maximum is 90.

Proposal Evaluation Summary

Vendor	Technical Score %	Non-Recurring Cost	Recurring Cost	Recurring Cost over 7 years	Total Cost	Q&E Raw (1-10)	Tech Score (50 Max)	Cost Score (15 Max)	Q&E Score (25 Max)	Eval Score (90 Max)
911Direct	80.42					4	40.2	7.2	10	57.4
VoIP Local Database		\$180,345.20	\$46,248.97	\$3,884,913.48	\$4,065,258.68					
Local Database		\$187,321.05	\$51,529.04	\$4,328,439.36	\$4,515,760.41					
VoIP Sprint Solution		\$188,867.05	\$70,022.44	\$5,881,884.96	\$6,070,752.01					
Traditional Sprint Solution		\$208,368.05	\$75,152.51	\$6,312,810.84	\$6,521,178.89					
CML Emergency Services	85.56					6	42.8	5.1	15	62.9
Option 1 (Single Controller)		\$1,123,144.00	\$54,268.61	\$4,558,563.24	\$5,681,707.24					
Option 2 (Dual Controllers)		\$1,361,871.00	\$54,268.61	\$4,558,563.24	\$5,920,434.24					
InterAct Public Safety Sys*	93.86					8	46.9	3.5	20	70.5
Option 1 (Central Host)		\$1,666,138.00	\$78,400.29	\$6,585,624.36	\$8,251,762.36					
Option 2 (2 Host PSAPs)		\$1,712,373.00	\$79,240.43	\$6,656,196.12	\$8,368,569.12					
Sprint/CML	84.84					10	42.4	14.1	25	81.6
Fixed System		\$516,101.47	\$17,413.38	\$1,462,723.92	\$1,978,825.39					
Mobile Command Post		\$47,589.25	\$382.37	\$32,119.08	\$79,708.33					
Total		\$563,690.72	\$17,795.75	\$1,494,843.00	\$2,058,533.72					
Sprint/Positron	81.86					10	40.9	15.0	25	80.9
Fixed System		\$465,477.09	\$16,370.02	\$1,375,081.68	\$1,840,558.77					
Mobile Command Post		\$42,546.09	\$670.26	\$56,301.84	\$98,847.93					
Total		\$508,023.18	\$17,040.28	\$1,431,383.52	\$1,939,406.70					
TDS Telecom**	90.16	\$1,052,846.15	\$22,468.00	\$1,887,312.00	\$2,940,158.15	7	45.1	9.9	17.5	72.5

*InterAct's recurring cost was normalized across all 7 years of the contract.

**Cost figures do not include Selective Router Service

RELIABILITY, AVAILABILITY, MAINTAINABILITY (RAM)

Prior to delving into the individual assessments, a short primer of enhanced 9-1-1 is in order. Traditionally the network components of 9-1-1 included the originating central office (CO), network transport, selective routing and Public Safety Answering Point (PSAP) transport. Controllers for accepting PSAP transport and distribution to each telephone answering point (generically known as CPE) is the user interface. Data links to the ALI database, the ALI computer and processes involved with the development of the Master Street Address Guide (MSAG) are the database function of the system. Wireless Phase II brings a new requirement to the CPE, mapping. Electronic maps do not make use of the historical "flat files" of ALI. Rather, complex data sets used to display street centerlines, as one would expect to find on paper maps, are an essential component. The one greatest attribute of electronic mapping to wireless Phase II is the ability to plot a wireless caller's position using the wireless providers' message of latitude/longitude. Essentially the function is to place an "X" on the map relative to the location of the caller.

When evaluating the proposals, RCC paid close attention to those proposals containing the best possible solution for our RAM analysis.

Evaluator Comments

The following are evaluation comments for each proposal:

911DIRECT

1. Vendor supplied large quantities of manufacturer origin but little in the way of description regarding the final proposed solution. RCC found it impossible to determine generic pricing and, subsequently, strongly qualify our attempt reflected in the RAM.
2. Propose using existing telephone trunks. The selective router would distribute calls to both TPD and LCSO as currently configured. Upon arrival at the PSAP the call would be converted into Voice over Internet Protocol (VoIP) and delivered to the call taker over an internal local area network. ALI provided by Sprint.
3. Proposal indicates the use of Positron equipment such as Power 911, Power MIS and Power Map. Twenty-four (24) positions are identified as 9-TPD, 8-LCSO, 2-FSU, 1-A&M, and 1-Capitol Police. The Mobile Command Post would be equipped with 3 positions of Power 911.

Ring-down service to remote PSAPs will be via the Norstar PBX.

The proposed system can support up to 100 lines/workstations (with added shelves, cards, and cabinets).

4. Automatic Call Distribution is not included for administrative phone lines. The proposed system will allow call takers to answer administrative lines via the Power 911 console "at no additional cost to the County."
5. When Positron Engineering Support is requested, they will respond (via phone) within one hour.
6. LCSO and the Mobile Command Post would have mapping to each position. TPD would have the wireless data ported to their internal Computer Aided Dispatch system.
7. The proposal did not adequately specify day-to-day system management.
8. Both the network and Scope of Work are "Samples".
9. The proposed MIS system seemed to lack a central server. In addition, there were no identified facilities to extend recorder/reports to the County 9-1-1 Coordinator.
10. Maintenance is for evergreen service throughout the seven-year contract cycle.
11. Training is limited to 8 students, location of training omitted.
12. System Administration rated as:

Network: Lacks identification of specific party

MSAG: Adequate

MAP: Lacks identification of specific party

Maintenance: Section response is simply "Comply"

CML

1. Vendor supplied multiple options, only Option #1 evaluated.
2. Vendor supplied adequate manufacturer specifications.
3. Vendor indicated the use of a subcontractor with little substantiating verbiage.
4. Using existing telephone trunks, the selective router would send all calls to LCSO. A CML ECS1000 would then route the calls via a private network to either LCSO or TPD call takers. It was unclear the method of transport being proposed for this routing
5. Proposal indicates the use of CML products: Sentinel 911, Sentinel Stats and Sentinel GIS. Twenty-four (24) positions are identified as 9-TPD, 8-LCSO, 2-FSU, 1-A&M, and 1-Capitol Police. The Mobile Command Post would be equipped with 3 positions of Sentinel 911.
6. LCSO and the Mobile Command Post would have mapping at each position. TPD would have the wireless data ported to their internal Computer Aided Dispatch system. Price for mapping had the exception: the county map data would match vendors map library.
7. Proposed two onsite certified CML trained professionals to maintain the system.
8. The proposal did not adequately specify day-to-day system management
9. There were no identified facilities to extend recorder/reports to the County 9-1-1 Coordinator.
10. Maintenance is for evergreen service throughout the seven-year contract cycle.
11. Training is for 20 students over four days and 5 students for 1.5 days of Train-the-Trainer. Training conducted in Leon County.
12. System Administration rated as:

Network: Lacks identification of specific party

MSAG: Adequate

MAP: Lacks identification of specific party

Maintenance: Adequate

INTERACT

1. Vendor supplied multiple options, only Option #1 evaluated.
2. Vendor supplied adequate manufacturer specifications.
3. InterAct proposed three dedicated, trained, onsite personnel for the duration of the seven-year contract.
4. Normal 9-1-1 circuits would be consolidated and digitized. 9-1-1 calls would be sent via T-1 circuits to LCSO for selective routing utilizing the EON 911 platform. Call transfers to TPD and secondary PSAPs utilize a network of T-1 circuits.
5. The proposed phone system is provisioned for 20 lines and 10 positions and can be expanded to 100 lines and 60 positions by installing card shelves and line cards.
6. Proposal indicates the use of Zetron and InterAct solutions such as Integrator 911, Interceptor MIS and GEO. Twenty-four (24) positions are identified as: 9-TPD, 8-LCSO, 2-FSU, 1-A&M, and 1-Capitol Police. The Mobile Command Post would be equipped with 3 positions of Integrator 911 and MIS.
7. This proposal includes two redundant ALI servers at geographically diverse locations at LCSO and TPD.
8. LCSO and the Mobile Command Post would have mapping at each position. TPD would have the wireless data ported to their internal Computer Aided Dispatch system. Price for mapping had the exception: the county map data would match vendors map library.
9. There are identified facilities to extend recorder/reports to the County 9-1-1 Coordinator.
10. The proposal adequately specifies the manner in which they will conduct day-to-day system management. This was the only response that plainly identified the costs of such management.
11. Maintenance has limitations regarding years (2-7) and limited software and hardware upgrades.
12. Acceptance testing will be conducted at the system staging site in Atlanta, Georgia.
13. An extensive training program is included.
14. System Administration rated as:

Network: Adequate

MSAG: Excellent

MAP: Lacks identification of specific party

Maintenance: Below average

Process note: Because this vendor recognized the day-to-day administration requirement, they have included pricing specific to this proposal. No other conforming respondent did likewise. When evaluating cost be mindful of this significant departure.

SPRINT – CML

1. Sprint is the local telephone service provider and is the only vendor truly capable of providing single-point-of-contact service.
2. Vendor indicates multiple exceptions within narrative regarding offer, MSAG accuracy, escalation and penalties.
3. Vendor supplied adequate manufacturer specifications.
4. Installation of a CML ECS 1000 within a Sprint facility shares the load across all PSAPs. Routing to TPD and subsequent transfers to secondary PSAPs would be via a frame relay network having T-1 connectivity from both LCSO and TPD. Secondary PSAPs networked by fractional T-1 network services, utilize CISCO branded hardware and software.
5. Proposal indicates the use of CML as: Sentinel 911, Sentinel Stats and Sentinel GIS. Twenty-four (24) positions are identified as: 9-TPD, 8-LCSO, 2-FSU, 1-A&M, and 1-Capitol Police. The Mobile Command Post would be equipped with 3 positions of Sentinel 911.
6. LCSO and the Mobile Command Post would have mapping at each position. TPD would have the wireless data ported to their internal Computer Aided Dispatch system.
7. The proposal did not adequately specify day-to-day system management.
8. This proposal clearly identifies facilities to extend recorder/reports to the County 9-1-1 Coordinator.
9. Proposal does not include pricing for 9-1-1 data and cites it as "TBD."
10. Maintenance is not evergreen service and priced for a five-year term.
11. (GUI) Resource icon labels are limited to 6 alphanumeric characters.
12. Training proposed as two sessions of five students for Train-the-Trainer and does not speak to local training. Training provided by CML.
13. Payment for CPE will not be required until the County has accepted the system.
14. System Administration rated as:

Network: Adequate

MSAG: Lacks identification of specific party

MAP: Lacks identification of specific party

Maintenance: Below average

SPRINT-POSITRON

1. Sprint is the local telephone service provider and is the only vendor truly capable of providing single-point-of-contact service.
2. Vendor indicates multiple exceptions within narrative regarding offer, MSAG accuracy, escalation and penalties.
3. Vendor supplied adequate manufacturer specifications.
4. Installation of a Positron Controller Gateway within a Sprint facility shares the load across all PSAPs. Routing to TPD and subsequent transfers to secondary PSAPs would be via a frame relay network having T-1 connectivity from both LCSO and TPD. Transfers to the secondary PSAP are via fractional frame relay. ALI service is digital and geographically diverse.
5. Proposal indicates the use of Positron equipment such as Power 911, Power MIS and Power Map. Twenty-four (24) positions are identified as 9-TPD, 8-LCSO, 2-FSU, 1-A&M, and 1-Capitol Police. The Mobile Command Post would be equipped with 3 positions of Power 911 and Power Map.

The Norstar PBX will provide ringdown power and signaling.

6. The proposed system will allow call takers to answer administrative lines via the Power 911 console "at no additional cost to the County."
7. LCSO and the Mobile Command Post would have mapping at each position. TPD would have the wireless data ported to their internal Computer Aided Dispatch system.
8. The proposal did not adequately specify day-to-day system management
9. This proposal clearly identifies facilities to extend recorder/reports to the County 9-1-1 Coordinator.
10. Proposal does not include pricing for 9-1-1 data and cites it as "TBD."
11. Maintenance offers evergreen service throughout the seven-year contract cycle as an upgrade. This option was used for price evaluation.
12. Training is Train-the-Trainer and identified as 4 days with limits of 8 students per class. There is no indication of days required per class.
13. Payment for CPE will not be required until the County has accepted the system.
14. System Administration rated as:

Network: Adequate

MSAG: Very Questionable. Narrative seems to rely on County personnel

MAP: Lacks identification of specific party

Maintenance: Proposes development of agreement

TDS-TCI

1. Vendor supplied adequate manufacturer specifications.
2. Normal 911 circuits (CAMA) selectively routed at the existing Sprint SR are delivered to both LCSO and TPD. Arriving at LCSO and TPD, an Invision Controller would pass the call to a Voice over Internet Protocol (VoIP) technology terminating at the call taker position. A frame relay network transfers calls to secondary PSAPs. ALI service is through the Sprint ALI system.
3. Proposal indicates the use of TCI equipment such as Invision Intelligent Call Taker, Invision MIS Professional, and Geo Lynx (Map). Twenty-seven (27) positions are identified as: 9-TPD, 10-LCSO, 2-FSU, 2-A&M, and 1-Capitol Police. The Mobile Command Post would be equipped with 3 positions of Invision Intelligent Call Taker.

System has a 12-Character limit on desktop icons.

Proposed Cisco Call Manager is expandable up to 100 users.

4. LCSO and the Mobile Command Post would have mapping at each position. TPD would have the wireless data ported to their internal Computer Aided Dispatch system.
5. The proposal did not adequately specify day-to-day system management
6. This proposal clearly identifies facilities to extend recorder/reports to the County 9-1-1 Coordinator.
7. PBX integration proposed even though the requirement removed via addendum.
8. TDS has implemented a similar system in Glynn County, Georgia; TDS invites Leon County to tour that facility.
9. Proposal does not include pricing for 9-1-1 data and cites it as "TBD."
10. Maintenance offers evergreen service throughout the seven-year contract cycle.
11. Training individually tailored. Proposal cites a ten-day training cycle.
12. System Administration rated as:

Network: Adequate

MSAG: Adequate

MAP: Lacks identification of specific party

Maintenance: Proposal states "Read and Understood"

Conclusions

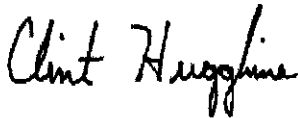
The InterAct response was the technically superior proposal. However, after analysis of system costs and provided qualification and experience information, the vendor proposals were ranked as follows:

- | | |
|--------------------|-------------|
| 1. Sprint/CML | 81.6 points |
| 2. Sprint/Positron | 80.9 points |
| 3. TDS Telecom | 72.5 points |
| 4. InterAct | 70.5 points |
| 5. CML | 62.9 points |
| 6. 911Direct | 57.4 points |

The Sprint price proposals were substantially lower than the others. However, Sprint's proposals took exception to the service quality provisions required in the RFP. Sprint proposed language similar to that in their current contract with the County. Sprint proposed to negotiate service quality requirements during contract negotiations. It is probable that Sprint will try to negotiate service quality conditions similar to those currently in force with the County, which are unsatisfactory. Additionally, it is doubtful that a contract acceptable to the County can be negotiated with Sprint by the August 31st project milestone. Therefore, the County should consider any benefits of entering contract negotiations with TDS Telecom.

Please call me if you would like to discuss this evaluation.

Sincerely,



Clint Huggins
Sr. Communications Engineer
RCC - Public Safety Information Systems

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